

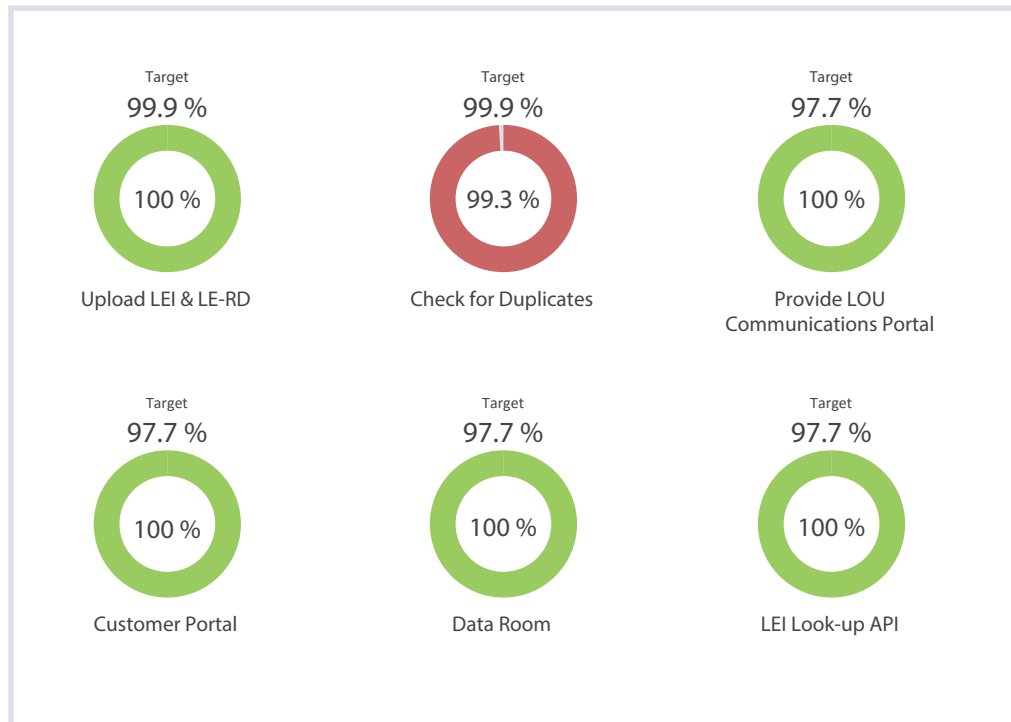
# GLEIF Service Report December 2017

**Availability:** The breach identified with regard to the service 'Check for duplicates' was due to a temporary failure of our infrastructure provider's underlying virtualization system.

**Administration:** Nothing to report this month as no action was required regarding the services 'Conduct annual accreditation verification' and 'Provide electronic LOU invoices'.

**Operating:** This month all services met their required service level targets.

## Availability



## Administration (Update Frequency)



## Operating

**PROCESSING TIME FOR:**

Check for duplicates	< 0.1 Minute	/ 1 Minute
Conduct annual accreditation verification	N/A	/ 30 Days
Manage technical incidents – Priority 1	N/A	/ 24 Hours
Manage technical incidents – Priority 2	1 Day	/ 2 Days
Manage technical incidents – Priority 3	3 Days	/ 3 Days
Perform accreditation (GLEIF) - Accreditation plan	N/A	/ 45 Days
Perform accreditation (GLEIF)	N/A	/ 3 Months
Perform accreditation (LOU)	N/A	/ 6 Months
Provide electronic LOU invoices	N/A	/ 10 Days
LOU queries in the Communications Portal	N/A	/ 2 Days
Register an account for gleif.org login	< 1 Day	/ Next Day
Upload LEI & LE-RD	< 0.1 Hour	/ 1 Hour
LEI Look-up API	< 0.1 Second	/ 1 Second